

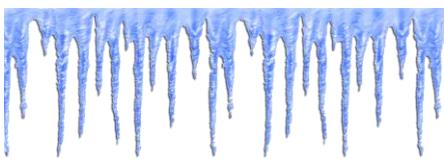
HLAA TC

January 2021



The mission of HLAA TC is to open the world of communication to people with hearing loss by providing information, education, support and advocacy.

VIRTUAL MEETINGS



We are happy to report that our Zoom meetings are resuming January 16!
(email treasurer@hlaatc.org for invite)

Speaker: Dr. Matthew Winn,
University of Minnesota

Topic: Q and A based on
his article on listening effort
in this issue of the
HLAA-TC Newsletter

For additional hearing loss help and involvement, check out this list of other HLAA virtual chapter meetings.

Link below:

<https://www.hlaatc.org/a-list-of-virtual-hlaa-chapter-meetings-by-state/>
(cntl + click or copy/paste into browser)

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Officers' emails

- **Christine Morgan** – president@hlaatc.org
- **Dwight Maxa** - vicepresident@hlaatc.org
- **Lionel Locke** - treasurer@hlaatc.org
secretary@hlaatc.org
- **Christy Myers** – director@hlaatc.org

HLAA TC Website - Minnesota

www.hlaatc.org

HLAA TC telephone 763-447-9672

Contact Information - Minnesota

info@hlaatc.org

HLAA National - Maryland

www.hearingloss.org

Meetings of the Hearing Loss Association of America Twin Cities Chapter (HLAA TC) will be held on Zoom until further notice.

President's Message



HLAA-TC President's Message January 2021

Well.....let's all hope and pray that 2021 brings us health and peace in every area of our lives!

We are trying a new format in January (new year, new format). Dr. Matthew Winn has written an article for this newsletter for your information. Please read it before the January 16 meeting. Dr. Winn will answer any questions or make any clarifications you would like. Let me know if you like this type of communication prior to a meeting.

There seemed to be a lot of confusion when we asked people to pre-register for the last Chapter Meeting. Therefore, if you would like an invitation to the January 16th Chapter Meeting, drop a quick email to: treasurer@hlaatc.org and Lionel will send you one on the 15th of January. Your other option is to leave us a voicemail on the HLAA-TC phone. Just like meetings at Courage Kenny, you can't enter the meeting until 9:30 am on meeting day (January 16).

I am looking for a "Zoom Guru" to do a presentation at one of our future Chapter Meetings to provide tips and tricks for a positive Zoom experience. I have my feelers out but if you know someone, please let me know.

Also, please let me know if there is a specific speaker or subject you would like to have presented for a Chapter Meeting.

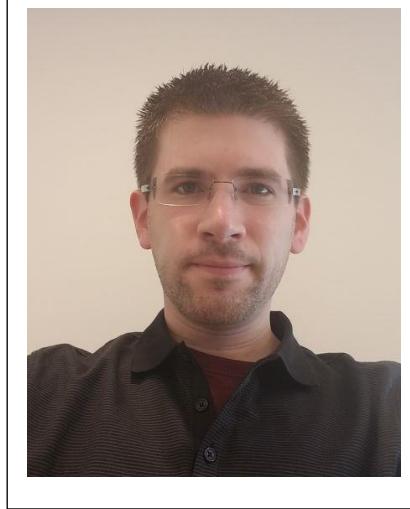
The Board has been working hard behind the scenes on Chapter priorities for 2021. We will be presenting these to you on the 16th of January. We will also be talking about opportunities for members to become more engaged in the workings of the Chapter.

Stay safe and healthy!

Christine

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January Speaker



Dr. Matthew Winn

The speaker:

Dr. Winn is an assistant professor at the University of Minnesota in the Department of Speech-language-Hearing Sciences.

The talk:

Dr. Winn directs the Listen lab, which is dedicated to studying speech communication and things that make it challenging for people with hearing loss. He will talk about some of the main goals of his lab: raising awareness of how hearing loss impacts listening effort and quality of life, and how to foster good communication skills in clinicians and scientists.

Read Dr. Winn's article "The Invisible Problem of Listening Effort" in this issue of the newsletter, and join us on Zoom for a live question-and-answer session.

The invisible problem of listening effort

Matthew Winn, AuD, PhD, Professor at the University of Minnesota

Anyone who has hearing loss will tell you that a big frustration is the *effort* needed to communicate. It can be exhausting to figure out words that you missed, especially when the talker is already onto the next sentence. Contextual cues can be helpful, but it can also be tiring to rely on them all the time. Despite effort being an extremely common problem among people who have hearing loss, it is often invisible to the outside world.

The invisibility is partly due to the audiologist, and partly because of the way everyone communicates. During a hearing test, the audiologist keeps track of how many words you get correct, but does not measure how hard your brain worked to figure out those words. When measuring the benefit of hearing aids, we often measure how the hearing aids increase your number of words correct, but fail to measure how much easier it was to hear them.

People with hearing loss can also make listening effort invisible by covering it up. Sometimes it's just nodding along in conversation so nobody notices that you didn't hear. Other times it's making your brain work hard to figure out words on the fly and fit them into the sentence you thought you heard, like puzzle pieces. Unfortunately, sometimes effort is completely invisible because you prefer to simply stay home and have "alone time" rather than go out just to feel frustrated. Many people don't realize that it's difficult for you to talk on the phone, because the phone call simply never happens.

In my work as a professor and researcher at the University of Minnesota, I am trying to make listening effort more visible to the outside world. In our lab, we measure the effort of understanding speech in those situations where your brain is working hard to fill in the gaps and figure out missing words. We focus on this because of its importance to the quality of life for many of us and our loved ones, and also because a very challenging scientific problem that requires teamwork to figure out. In addition to the precise audio engineering, language analysis, data processing and statistics, we rely heavily on the people with hearing loss who write to us or visit our lab.

There are many ways to measure effort. In the lab, we track changes in pupil dilation as you listen to speech. When it's difficult to understand the speech, your pupils will dilate more, and remain dilated for a few seconds if you're still confused. We use an eye tracker and a powerful computer that precisely measures a thousand times every second and links each dilation with a specific sentence that you heard, and sometimes individual words within that sentence.

(listening effort, cont.)

Recently, we conducted an experiment with this method to specifically understand the effort of hearing a sentence where one word was mistaken, when your brain figures out the word a moment later. Everyone who participated in the study heard and repeated sentences one at a time. One-third of the sentences had a single word that was covered up by noise, but you could use later context to figure it out. For example, you might hear “He used a _____ to unlock the door”, or “It was _____ outside so she needed her umbrella”. In such situations, just about everybody repeats back the whole sentence with the missing words (key, raining) filled in.

So, from an outsider’s perspective, it looks like the sentence was heard perfectly. But importantly, we can directly measure the pupils dilating more for those sentences where there are missing words to fill in. We chose to look at mentally correcting single words rather than putting the entire sentence in noise, because this new method allows us to see exactly when and for how long your effort lasts, and pinpoints the source of the effort. The results provide proof that even when you act as if you heard the sentence perfectly, there was a lot of mental activity going on beneath the surface, like a duck paddling quickly under the surface of a pond even though its movement seems smooth and steady. Even though this extra mental effort is not news to a person with hearing loss, the scientific community needed the proof, and our lab is working hard to produce it.

The next step in this project was to flip it in reverse and ask the question: If you listened to someone repeat back a sentence, could you tell if they heard the whole sentence or if they had to mentally fill in one of the words? This is essentially a question of whether your mental effort is truly invisible to a conversation partner. Some of the people with hearing loss who participated in this study agreed to let us play recordings of their voice to new listeners who judged whether they detected any extra mental effort. The results were stunning: unless the talker literally comes out and says “I don’t know”, it is virtually impossible to tell if they exerted extra effort when listening. Almost every time, the person on the other end of the conversation rated the voice as sounding confident. The reason is that our brains piece words together so seamlessly that we sound very confident even when taking a guess. This makes it hard for your conversation partner to detect when you’re having trouble.

What’s the solution to the problem of invisible effort? It’s complicated, and probably needs to fit your individual personality. On the one hand, covering up your effort by sounding confident is a good skill to have, because it’s awkward to continually ask people to clarify what they said. Everyone has a different comfort level for that. A lot of people cover up for fear that others might make negative judgments about their intellect. On the other hand, everybody deserves to participate in conversation, and nobody should have to give up on conversation only to avoid asking for a repetition. It’s not a simple problem to manage.

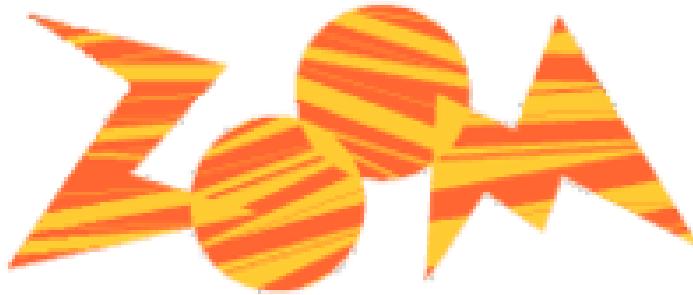
(listening effort, cont.)

Even though I don't have all the answers, I think that effort should be more visible. The more words you miss, the harder your brain works, which has some important consequences. People who work harder to understand speech suffer from fatigue, lost hours of work, early retirement, increased medical problems and a tendency to withdraw from social situations.

At the heart of it, managing your effort is a balancing act between working hard enough to understand conversation, but not so hard that you'd rather leave the room. Your family, friends, neighbors and doctors should do their part to be understood and to accommodate your abilities. We already do that for mobility, and we should do it for communication as well.

As the leader of a group of university students and researchers, I invite your input on how you handle the effort of listening, how you make others aware of your effort, and how you make decisions on what conversations are worth your effort. The more you inform us, the better we can serve you and raise awareness among people with all abilities, inside and outside the HLAA.

Dr. Winn has graciously consented to share his email address. If you have questions or comments, you may address them to: MWinn@umn.edu



HLAA-TC GENERAL MEMBERSHIP ZOOM INVITATION JANUARY 16, 2021

Please use this email address to request the Zoom invitation to the General Membership meeting scheduled for Saturday January 16, 2021. This method of pre-registration is designed to maintain online security for our chapter. Thank you.

Lionel Locke, Treasurer HLAA-TC.

Treasurer@hlaatc.org

January Zoom Meetings: HLAA National and HLAA Chapters

By Laura Hagemann

In addition to our own HLAA chapter meeting this month on Zoom, other chapters and the National HLAA organization are providing their meetings online on Zoom as well. The following lists the meetings of interest and how you can attend.

On Saturday, January 9th at 1:00 pm (CST) HLAA (the National organization) will be having their winter meeting featuring National HLAA Executive Director Barbara Kelley. "Barbara will share her visions for 2021 and update us on upcoming HLAA initiatives." In order to attend, please register for the virtual meeting by clicking this link: <https://hearingloss.zoom.us/meeting/register/tJArcumqqTkrH9Q-Ehipa7kEaNEqAvhntQPG>

After registering, you will receive a confirmation email containing information about joining the meeting.


Hearing Loss Association of America
ALL MEETINGS ARE FREE AND CAPTIONED.

OF INTEREST:
HLAA JANUARY ZOOM MEETINGS

FEATURED MEETING #1:
Hearing Loss Association of America (National)
January 9, 2021
at 1:00 (CST)
To attend, register online.



FEATURED MEETING #2:
Hearing Loss Association of America - West Valley Chapter (Arizona)
January 12, 2021
at 1:00(MST)/12:00(CST)
To attend, email: info@hlaawestvalleyaz.org



FEATURED MEETING #3:
Hearing Loss Association of America- Twin Cities Chapter
January 16, 2021
at 9:30 (CST)
To attend, email: treasurer@hlaatec.org

(C) 2021 HLAA-TC

Like HLAA-TC some regional HLAA chapters are also having their monthly meetings on Zoom. One such chapter is the West Valley Chapter of Arizona. Their next meeting is January 12, 2021, at 1:00 pm (MST)/ 12:00 pm (CST). The meeting runs for an hour and 15 minutes and will feature a guest speaker.

The featured guest speaker is Dr. Collin Cordery, AuD, CCC-A. He will be talking about occupational hearing loss as it is one of the most common work-related illnesses in the United States in a talk entitled "Forensic Audiology."

If you would like to attend the HLAA-West Valley Chapter meeting send an email to: info@hlaawestvalleyaz.org and you will be sent an email invitation with the Zoom meeting link. For Zoom instructions check out this simple guide we put together [here](#).



OF INTEREST:
ANOTHER CHAPTER'S
ZOOM MEETING

WHO: **Hearing Loss Association of America-West Valley Chapter (Arizona)** 

WHAT: **Hosting their monthly meeting on Zoom with guest presenter Dr. Collin Cordery, AuD, CCC-A**

WHEN: **January 12, 2021 at 1:00(MST)/12:00(CST)** 

WHERE: **(on your computer, tablet or phone)**

WHY? **Occupational hearing loss is one of the most common work- related illnesses in the United States. Each year, about 22 million U.S. workers are exposed to hazardous noise levels at work.**

HOW? **To attend, email: info@hlaawestvalleyaz.org and you will be sent an email invitation with the Zoom meeting link.**

ALL MEETINGS ARE FREE AND CAPTIONED.

(C) 2021 HLAA-TC

Twin Cities Local Chapter Meeting

Saturday, January 16th at 9:30 am (CST) HLAA-TC will be hosting OUR (HLAA-TC) chapter meeting – **our first Zoom meeting of the New Year.**

The meeting starts with social time at 9:30 am followed by **presenter Dr. Matthew Winn** starting at 10:00 am. If you would like to attend our HLAA-TC January meeting send an email to treasurer@hlaatc.org and a meeting link will be emailed to you

Plan to attend all three meetings (if possible) as new and different information and topics will be covered in each.



HLAA
Hearing Loss Association of America
Twin Cities Chapter

HLAA-TC January Zoom Meeting
January 16th at 9:30(CST)



*Meeting Details: January 16, 2021
at 9:30 am (social)
10:00 (meeting & presentation)*



*The guest presenter is Dr. Matthew Winn, AuD
from the University of Minnesota*

*To attend, email
treasurer@hlaatc.org
and you will be sent an email with the Zoom meeting link.*

FIND OUT MORE ON OUR BLOG:
www.hlaatc.org

(C) 2021 HLAA-TC



CAP: Communication Access Plan (link to HLAA PDF)

By Laura Hagemann

HLAA-TC wanted to provide you with a link to the Communication Access Plan (CAP) developed by HLAA. Access the PDF by clicking on this link: https://www.hearingloss.org/wp-content/uploads/HLAA_HC_Full_Guide.pdf

The Communication Access Plan (CAP) is “A Guide for Effective Communication in Health Care” that the HLAA has given access to so that anyone who reads it and puts its proposed actions in place will have a guide to follow in order to have better communication with doctors and health care providers when you are under their care. “The more you understand about your own health, the better decisions you and your health care team can make,” the CAP states.

The following bullet points are stated in the guide to help you understand its purpose.

The [CAP] Guide will help you to understand:

- What is needed for effective communication?
- What is a Communication Access Plan (CAP)? Why is it important?
- How should it be used?
- What are the “auxiliary aids and services” that may help you to communicate?
- What are your legal rights to effective communication?
- How to get what you need for:
- Emergency Department visits
- Inpatient hospital stays
- Outpatient appointments
- Tests and procedures

Please read through the CAP and print it out for when you need to reference it. Any questions? Reach out to one of our board members (their email addresses can be found on our website [here](#)).

Remember that HLAA-TC is resuming monthly chapter meetings on Zoom starting in January (our first Zoom meeting of the new year is January 16th with social time at 9:30 am and the scheduled speaker, Dr. Matthew Winn, starting at 10:00 am).

Health Care Survey

Happy New Year!

Hello from the Listen Lab at the University of Minnesota. Thank you for participating in our previous research project. For some of you, it has been quite a while since I've written, and I hope that you are staying healthy and safe during this awful pandemic.

We have been asked to share a research study being conducted by Dr. Amy Greminger through the Medical School in Duluth. If this interests you, the survey link may be found below. Also, please share this message with others you know who may have important insights to share. Here is a summary:

How can healthcare work better for deaf (audiologically and/or culturally deaf) individuals? We want to do better and need your help! The University of Minnesota Medical School is working with ASL students and professors on a project about disparities in deaf healthcare. The project goals are to create changes in physician training programs, bring awareness of deaf patient needs, and address disparities in healthcare.

Input from the deaf community is essential to our project. I am reaching out to you to ask for your assistance on the distribution of a survey that will help us improve how we provide healthcare to the deaf population. This survey can be found [at this link](#). The survey has IRB approval and all responses are confidential. The survey will be open until 1/31/2021.

All the best to you this year,
Kate Teece

Katherine Teece, Au.D.
Research Audiologist
University of Minnesota

If you would like to subscribe to our free monthly newsletter, send an email to editor@hlaatc.org requesting to subscribe to the newsletter.

To submit an article for the newsletter, please review the submission guidelines on our website [here](#).

HLAA TC

PO Box 26021

Minneapolis, MN 55426



Next meeting: Zoom on January 16

First Class

HLAA Twin Cities Chapter

Name.....

Address.....

City.....

State..... Zip.....

Phone.(area code).....

E-Mail.....

Individual \$15
 Professional \$50
 Supporting \$100
 Newsletter only \$15
 Contact me for newspaper advertising

Mail to: **HLAA Twin Cities Chapter**
PO Box 26021
Minneapolis, MN 55426



Welcomes You!

President -
Christine Morgan - president@hlaatc.org

Vice President -
Dwight Maxa vicepresident@hlaatc.org

Treasurer -
Lionel Locke treasurer@hlaatc.org

Secretary -
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Director at Large -
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Contact Info. - info@hlaatc.org

Newsletter Editor -
Vicki Martin, editor@hlaatc.org

Photos - Vicki Martin
Social Media - Laura Hagemann

The next meeting of the Hearing Loss Association of America Twin Cities Chapter (HLAA TC) will be held on Zoom on January 16, 2021. Open to socialize at 9:30 AM, formal meeting 10 AM.

Please visit the chapter's web-site at www.hlaatc.org or visit us on Facebook: groups/HLAA-TC.

Accommodations: All meetings are real time captioned by Lisa Richardson and her staff of *Paradigm Captioning* (www.paradigmreporting.com).